



Active Duty Family Member TRICARE Pacific Remote Dental Care

Under the terms of the Global Overseas Remote Care Contract, International SOS will no longer be contracted to offer a cashless and claimless dental service for active duty family members (ADFM) in WESTPAC remote sites. The TRICARE Dental Program for family members will more closely resemble the procedures followed in CONUS and the other overseas regions.

The following guidelines apply to TDP participants (ADFM) in remote locations (no fixed military dental clinic).

Procedures for Obtaining Care:

Routine care:

- Routine dental care can be obtained from any dentist of your choice, however we recommend using one of the TPLA listed dentists. Contact local TRICARE POC.
- We also recommend patients seek a predetermination of payment from UCCI for all complex or expensive dental treatment plans. Complete a UCCI Claim form to submit the predetermination request. UCCI will review it and provide a summary of the covered benefits.

Orthodontic care:

- Orthodontic care requires a Non-Availability and Referral Form from TPLA before receiving care. Also, only care received from a TPLA listed orthodontist is authorized. Maintain close liaison with the TRICARE Pacific Lead Agency for this type of care.

Emergency care:

- ADFM may seek care from any qualified dentist. Use of a TPLA recommended dentist is recommended. No pre-authorization is needed.

Filing Claims:

In remote sites, the dentist will likely request payment for services at the time of treatment. You must provide United Concordia with the following information to seek reimbursement:

- A completed claim form. Be sure to include the sponsor's full name and Social Security Number, and the patient's full name and current address.
- Itemized bill from provider with his or her full name, address and telephone number
- A complete and valid Non-Availability and Referral form for ORTHODONTIC procedures.

Mail the items listed above (keep copies for yourself) to the address below. Use your APO/FPO address as the return address.

United Concordia Companies, Inc OR Fax the claim to 888-475-0486 / 717-260-7367
TDP OCONUS Dental Unit
PO Box 69418
Harrisburg, PA 17106-9418

Additional Information:

- United Concordia TDP Benefits Booklet
- UCCI web page at <http://www.ucci.com>
- TPLA web page at <http://tricare-pac.tamc.amedd.army.mil>
- TRICARE Pacific Lead Agency (MCHK-LA)
Attn: Chief of Dental Programs
1 Jarrett White Rd
Tripler AMC, HI 96859-5000
Comm: 808-433-3687 / DSN 433-3687 or email:
TPLA.Dental@haw.tamc.amedd.army.mil